

TEXAS HOUSE OF REPRESENTATIVES



ANA-MARIA RAMOS



STATE REPRESENTATIVE • DISTRICT 102

POSITION: Constituent Services Fall Internship

LOCATION: Austin, HD 102, or Remote options

SUMMARY: The Office of Texas State Representative Ana-Maria Ramos is seeking a highly organized, bilingual, and responsive, Constituent Services Intern for the Fall semester. This position involves handling casework assistance and data collection. Applicants are expected to keep an open line of communication with constituents in need of assistance via phone call, letter-writing, and email. Applicants should also be fluent in English and Spanish with capabilities of reading, writing, and speaking both languages. This internship will require applicants to work a minimum of 25 hours a week (part-time) with in-person and remote options available. Start date: ASAP.

ESSENTIAL JOB FUNCTIONS:

- Lead casework program which includes the intake, assessment, and resolution of cases involving state agencies on behalf of House District 102 residents;
- Log all casework into the Constituent Management Services;
- Manage emails and phone calls regarding constituent casework;
- Keep an open line of communication between constituents, Representative Ramos, and staffers.

SKILLS AND KNOWLEDGE REQUIRED:

- Ability to fluently read, write, and speak in Spanish and English;
- Available to work 25 hours a week;
- Strong oral and written communication skills in public outreach;
- Comfortability making calls and writing emails;
- Knowledge about House District 102;
- Responsive to calls, texts, and emails;
- Thoroughness and careful attention to detail;
- Ability to work closely with a team and take direction;
- Be punctual and professional;
- Proficiency in Microsoft Office, Google Suite, and Zoom.

SALARY: This is an unpaid internship with possible opportunities to stay on long-term with the team for a paid position.

APPLICANTS: Applicants should be knowledgeable in building community relationships, interpersonal skills, and customer service. An interest in communications, public outreach, and social work is preferred. Knowledge about the HD 102 community and awareness of current public policy issues is strongly recommended. To apply, please send a resume, cover letter, three professional references, and a writing sample with the subject line “Constituent Services Fall Internship” to Patricia Meza at Patricia.Meza@house.texas.gov. Only applications selected will be contacted for an interview. Thank you for considering joining our team.

The Texas House of Representatives is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provisions of services. In compliance with the Americans with Disability Act, if you require reasonable accommodations during the application process, please call 512-463-0865.